

EMERGENCY RESPONSE
FRAMEWORK (ERF)
PUBLIC SERVICES AND PROCUREMENT CANADA

(in the event of a major incident / departmental emergency)

DEPARTMENTAL EMERGENCY
OPERATIONS CENTRE (DEOC)

A single authoritative source of situational awareness and communication will be delivered during an event or incident where the DEOC is activated.

Supports all levels of the ERF decision making processes with timely and accurate information

- Provides national departmental situational awareness during regular operations.
- Coordinates Departmental response to Crisis and Emergency events

Integrated Coordination

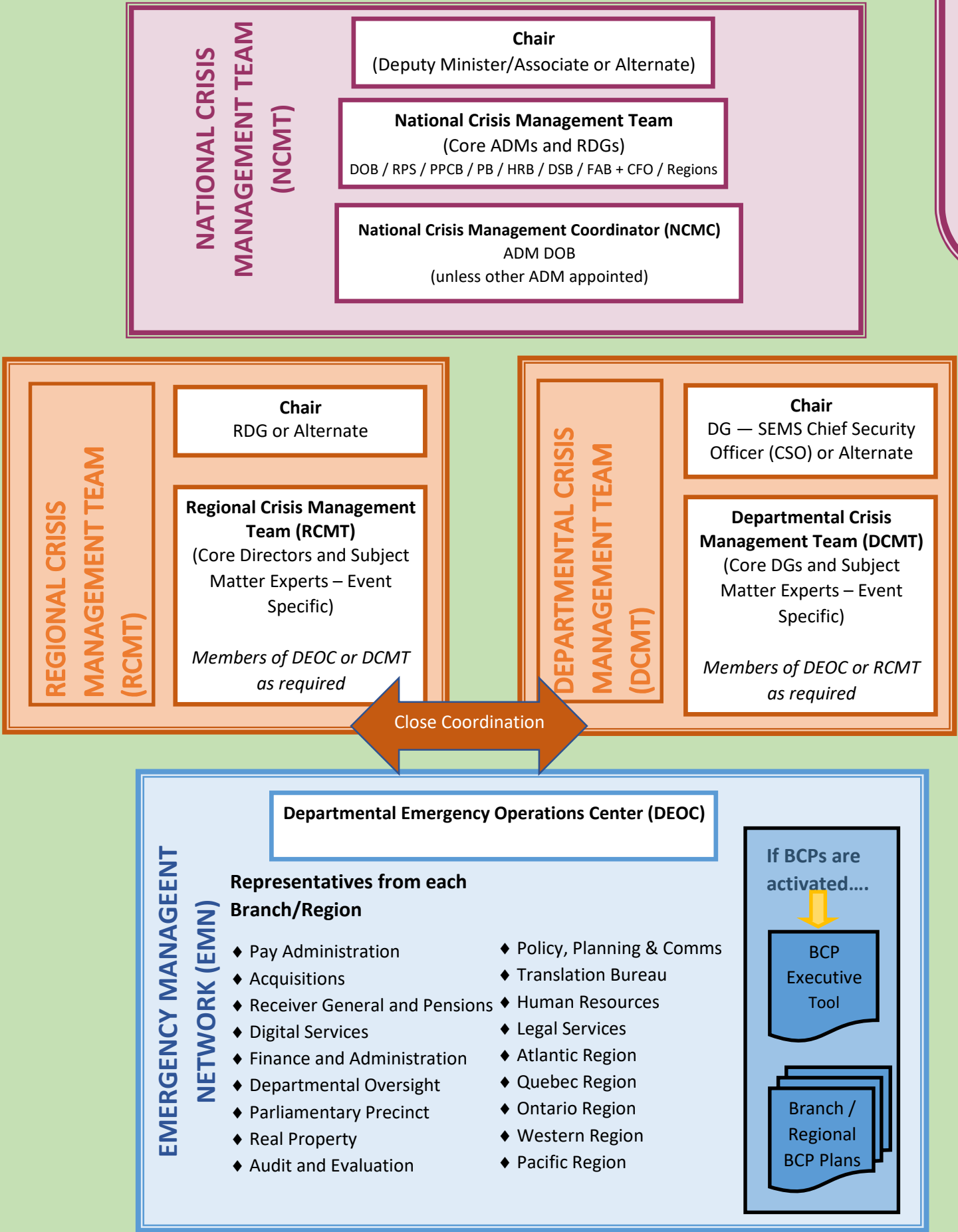
- The DEOC provides a focal point for the receipt, recording and dissemination of information relating to an emergency, including requests from and reporting to the **Government Operations Center** (Public Safety)
- Branch representatives work from the DEOC to support a One-PSPC response to any Crisis/Emergency event.
- Ensures PSPC integration in GC-wide approach
- Branch and regional representatives feed into the DEOC to report incidents and events in their areas, provide subject matter expertise (IT / ACQ / HR / OHS / etc.) and support the DEOC during events that affect PSPC operations and service delivery as well as Federal Emergency Response Plan obligations
- DEOC capabilities include secure and non-secure telephone and facsimile communications, meeting and working facilities.

Examples of activation levels

Example Event*	Activation			
	DEOC	RCMT	DCMT	NCMT
Fire Alarm	X	X	X	X
Fire (WITH service interruption)	✓	partial	Partial	X
Bomb Threat	✓	X	X	X
Localized winter storm (no service interruption)	✓	X	X	X
Earthquake (WITH service interruption)	✓	✓	✓	X
Pandemic	✓	✓	✓	✓

*NOTE: These are examples only. Each event is unique and may require additional or lesser elements of activation depending on the impact and evolving complications

PSPC EM INTEGRATED COORDINATION



DECISION MAKING / LEADERSHIP

National Crisis Management Team (NCMT)

Provides high-level strategic leadership by taking major decisions and providing emergency coordination direction to the DCMT (or RCMT) as required. It is comprised of core ADMs and RDGs. The NCMT is chaired by the Deputy Minister or designated alternate. The NCMT will:

- Consider national implications and combinations of events and issues. Has a strategic focus and looks at long-term implications and liabilities to the organization
- Prioritize crisis management strategies, activities and efforts.
- Advise the DM and Associate DM as to the status of the crisis event based on the nature, extent, duration, severity and impact.
- Implement supporting communications strategy

STRATEGIC COORDINATION

Departmental Crisis Management Team (DCMT)

DCMT Coordinates the overall National response by bringing together representatives from affected / supporting services to deliver response activities and manage the secondary consequences of an emergency.

- Membership is scalable during an event but will always comprise of core members to support their ADM / RDG at the NCMT.
- Coordinates support as required for RCMT if activated.

The DCMT carries out detailed response coordination and provides status information and recommendations for decision to the National Crisis Management Team

Regional Crisis Management Team (RCMT)

RCMT acts as the DCMT in the region. The RDG leads the RCMT response and requests support from DCMT required.

- Membership driven by the event requirements.
- Close coordination with DEOC throughout for situational awareness.

OPERATIONAL COORDINATION

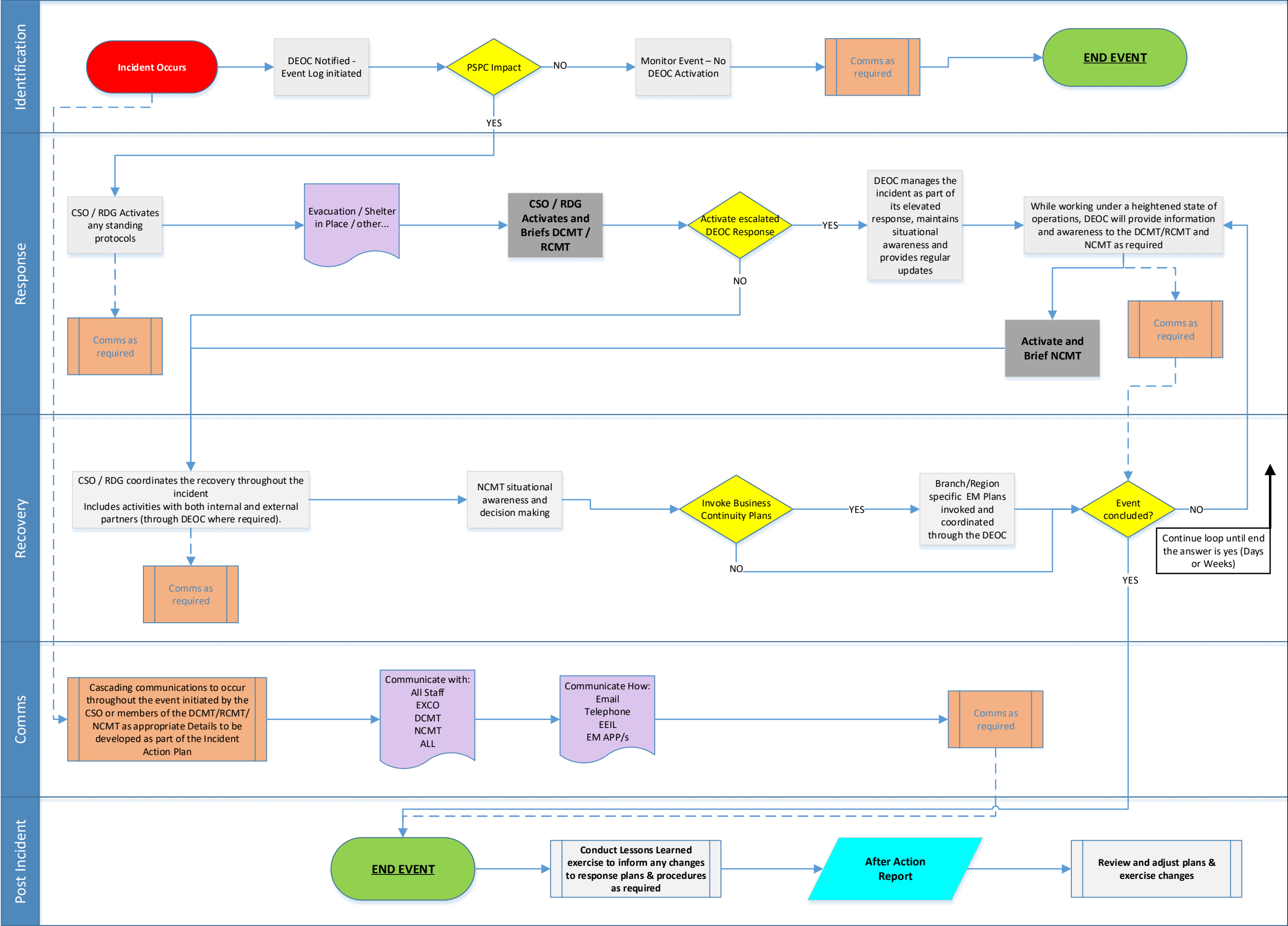
Emergency Management Network (EMN)

Members are responsible for all operations applicable to their branch / region. They provide a link into the branch / regional requirements and are provide central coordination with the DEOC.

The DEOC may convene an Emergency Management Network meeting depending on the event.

- All members are invited
- As the scope is identified, affected and supporting services are identified and those unaffected can monitor or not attend.
- EMN liaises with BCP executives in their area. If a BCP is activated, BCP coordinators report activities to DEOC.

Quick Reference Placemat – Security and Emergency Event Management at PSPC



Initial Assessment
CSO will review and assess information received from the DEOC to determine the nature and scope of the incident/event and its impact on PSPC employees, assets and services.

DCMT / RCMT (Strategic Coordination)
DCMT/RCMT will develop the departmental response strategy including its implementation, reporting tempo and approval of the content of the awareness product/s.

NCMT (Decision Making)
The National Crisis Management Team (NCMT) may be convened if the incident lasts longer than the traditional and/or requires activation of pre-established response protocols such as EM and BC Plans

Emergency Management & Business Continuity Plans
NCMT determines if their individual EM and BC Plans need to be activated for the services they are accountable/responsible for. If invoked, both DCMT/RCMT and NCMT are to be kept informed on the status to ensure a coordinated departmental response.

Emergency Management (EM) and Business Continuity (BC) Plans will be developed by branch and region and implemented by DCMT/RCMT members once NCMT approves their respective activation/s

Crisis Communications
The Minister and Deputy Minister maintain authority for departmental communications with the media and public and act as the primary spokespersons. However, senior executives, service line managers and departmental officers may be named spokespersons by the Deputy Minister.

The PSPC Communications Sector is responsible for coordination of communications outputs and will provide public information advice and support to the NCMT during emergencies.